

**Student Charter – Higher Level Study**
**DOCUMENT CONTROL**

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<b>Date created/updated:</b>	Jun 13 & Nov 16	<b>Review Date:</b>	
<b>Approval Need by SLT:</b>	Yes	<b>Date Approved:</b>	8-11-16
<b>Approval Need by Governors:</b>	Yes / No	<b>Date Approved:</b>	
<b>Approval Need by Unions:</b>	Yes / No	<b>Date Approved:</b>	
<b>Impact Assessment Date*:</b>	Nov 16	<b>Job Title of Assessor:</b>	GVP Qual & Cur
<b>Audience:</b>	<b>Staff: Yes / No</b>	<b>Students: Yes / No</b>	<b>Public: Yes / No</b>
<i>If approval is not required by SLT/Governors/Unions please give reason, ie name changes only.</i>			
<i>* If the contents of this policy have been copied from an existing policy with <b>no changes</b> please insert the date of the original Impact Assessment and Assessor in the table above.</i>			

**Aims**

Our Student Charter aims to explain in simple terms what as a higher level student you can expect of Shrewsbury College to enable you to reach your full potential through the provision of quality teaching, learning and support services.

The College embraces diversity and we value and use the positive contributions of all. We expect everyone to treat each other with respect and courtesy and to act in a fair, honest, open and independent way.

We are committed to providing a quality student experience and putting students at the heart of everything we do. In turn we expect you to show commitment and hard work.

**What can you expect from us:**

Provide access to clear information on University fees and advice and guidance about student loans, hardship funds and other student funding.

Provide an Induction which is appropriate and relevant to the level you are studying.

Provide a high quality learning experience, with qualified skilled and professional staff who will demonstrate tolerance, dignity and respect for those in the Learning Community.

Provide access to appropriate learning resources and support to enable you to take responsibility for your own learning and improve your knowledge, understand career development, skills and competencies.

Provide clear and accurate information on the academic, professional and regulatory requirements of your course, and the outcomes you are expected to achieve.

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Provide access to a personal tutor and progression specialist who will provide regular opportunities to discuss academic assessment, progress, personal development and career opportunities.

Deliver effective and timely feedback on your academic work.

Provide access to professional welfare services which are designed to support all students.

Provide access to clear channels of communication for you to raise any queries, suggestions, feedback or complaints.

Share feedback received from external bodies relevant to your course of study.

Facilitate regular Higher Education Student Forums, Focus Groups and Consultatives so you have the opportunity to provide feedback and be involved in developing the Higher Education Portfolio at the College.

Provide a safe place on campus in which to work and study and which considers the impact of its activities on the environment and on the local community.

Provide access to policies and procedures which safeguard the health, safety and welfare of students.

**As a student you will:**

Arrange for fees and charges that are due to be paid within agreed timeframes.

Fully engage in your Induction programme.

Recognise that you are part of a learning community and respect those around you by treating others with tolerance, dignity and respect.

Pursue your academic and professional studies in a diligent, honest and responsible manner.

Meet agreed deadlines and timeframes.

Use the feedback you receive to help you improve your work and assessments.

Take advantage of work experience, placement and volunteering opportunities where appropriate.

Seek early advice and support if you need clarification on any aspect of your programme or have a problem be it academic or personal.

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Make full use of the services and facilities available to you.

Use feedback mechanisms to let us know what you think.

Respect your learning environment and the College campus.

Comply with the College's policies and procedures.